

Instant Chime for The **Wise Enterprise**



INSTANT CHIME FOR XMPP

ENTERPRISE CLICK-TO-CHAT SOLUTIONS FOR SMARTER SERVICE DESK OPERATIONS

XMPP enable your internal and/or external help desks with Chime to provide better service levels, faster problem resolution, and extend the value of your enterprise IM investments.

CONNECT your employees and help desk agents with single-click chat access to support for lower average speed to answer.

EMPOWER your service desk operations with expert answers for higher first call resolution rate and faster case resolution.

BOOST your agent productivity with multiple concurrent chat sessions to manage more cases with fewer resources without impacting load volume or staffing levels.

INSTALL Chime in 90 minutes or less to minimize impact on your resource-constrained IT staff.

INTEGRATE Chime with your existing enterprise platform to facilitate problem resolution with access to employee data and get more traction out of your investments.

GROW your support services across the enterprise as needed with unlimited use cases for click-to-chat from level one support to recruitment and internal sales training.

KEY BENEFITS

Chime-enable your service desk operations and get your employees back to work faster.

- Increase agent productivity with concurrent chat session management
- Improve employee satisfaction with easy access to help and seamless escalation from IM to voice to video or screen sharing
- Identify service trends through real-time activity monitoring and reporting
- Add value and traction to your XMPP platform investments

TECHNICAL REQUIREMENTS

- Windows Server 2008 R2 or Windows Server 2012
- XMPP based IM platform:
 - Cisco Jabber 8.0 (and above)
 - Openfire 3.0 (and above)
- Apache Tomcat 7 or Apache Tomcat 8 or IBM Websphere
- Microsoft SQL Server, SQL Express